



May 27, 2022

EG Healthcare Inc/ Nikkiso Clients

Dear Ma'am/ Sir,

It has been brought to the attention of EG Healthcare Inc. and Nikkiso Co., Ltd that there're unauthorized engineers (hereinafter referred to as "freelancer") who are offering services such as PMS, repair and evaluation of Nikkiso machines to our clients. We are also aware that the freelancers are getting Nikkiso spare parts through online shops or overseas black markets without PFDA license. With this, we want to inform you that we never sell and supply our spare parts through website/online shops, only EG Healthcare and its authorized distributors can supply spare parts of Nikkiso dialysis machine. The spare parts from black market and being used in Nikkiso machines will cause the machines out of our guarantee and warranty.

The freelancers who might have training certificates but it was revoked and expired, as the freelancers who are not attending continuous technical training from Nikkiso and no updated maintenance software from Nikkiso.

We want to reiterate that EG Healthcare Inc and Nikkiso Inc have no liabilities to the machines and spare parts, if you are using the service from the freelancers. Please note the service provided by the freelancers could endanger your patients' safety.

Furthermore, please only coordinate with Nikkiso-trained and accredited/ authorized Engineers that are allowed to perform the Preventive Maintenance and repair of the Nikkiso Machines. For the assurance of quality service, we will sell official or guaranteed Nikkiso spare parts only to those clients who have PMS Agreement with EG Healthcare Inc.

For your strict compliance.

Sincerely,


Jhoey Bautista
Renal Sale Manager

Noted by:


Jacky Pan
General Manager